

## EDITED KSA LISTING

### CLASS: Supervising Personnel Selection Technician

*NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.*

#	Knowledge, Skill, Ability
	<b>Knowledge of:</b>
K1.	Comprehensive knowledge of Government Code provisions governing the State civil service merit system in order to effectively perform personnel program functions relating to exam processing and certification of list eligibles.
K2.	Comprehensive knowledge of the rules, policies and procedures relating to exam processing and certification of list eligibles in order to effectively perform personnel program functions.
K3.	General knowledge of the principles of effective supervision in order to train, plan, organize and direct staff.
K4.	General knowledge of a supervisor's role in the Equal Employment Opportunity Act and the processes available to meet Equal Employment Opportunity objectives in order to maintain a work environment that is free of discrimination and harassment.
K5.	<b>Comprehensive knowledge of the selection process including rules, policies and procedures relating to exam processing.</b>
K6.	<b>Comprehensive knowledge of office practices and procedures including the use of personal computers and other office equipment to effectively perform duties.</b>
K7.	<b>Comprehensive knowledge of record keeping techniques (i.e., logs, flowcharts, statistics, tracking systems, etc.) to ensure current and accurate information in order to effectively perform personnel program functions relating to exam processing.</b>
K8.	<b>Comprehensive knowledge of grammar principles (i.e., proper sentence structure, spelling, punctuation, etc.) to provide written response to inquiries.</b>

**Bold text – Indicates not on class specification.**

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#	Knowledge, Skill, Ability
	<b>Skill to:</b>
<b>S1.</b>	Skill to interpret and apply laws, rules, policies and procedures relating to exam processing in order to determine and implement effective course of action.
<b>S2.</b>	Skill to analyze situations accurately in order to determine and implement an effective course of action.
<b>S3.</b>	Skill to take/recommend an effective course of action to ensure work is completed accurately and within established timeframes.
<b>S4.</b>	Skill to exercise tact and good judgment in responding to a variety of contacts from the public and departmental employees to maintain good working relationships with those contacted in the course of the work.
<b>S5.</b>	Skill to communicate effectively both orally and in writing in order to effectively respond to written and/or verbal inquiries.
<b>S6.</b>	Skill to process work timely and accurately in order to effectively manage workload and to comply with mandated policies and deadlines.
<b>S7.</b>	Skill to plan, organize, direct and evaluate the work of staff in order to efficiently and effectively supervise staff, ensure work is completed in a timely manner and identify training needs.
<b>S8.</b>	Skill to assess training needs of staff in order to develop and recommend necessary courses.
<b>S9.</b>	Skill to develop staff in order to help them maximize their potential in the unit and learn the knowledge and skills necessary for upward mobility.
<b>S10.</b>	Skill to establish and maintain cooperative working relationships with those contacted in the course of the work in order to exchange information related to examination procedures.
<b>S11.</b>	Skill to effectively contribute to the department's Equal Employment Opportunity objectives in order to maintain a work environment that is free of discrimination and harassment.

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